



# EMRIS

## Returns & Cancellations Policy

### Retail & VIP Preferred Customers

EMRIS International is sure you will be happy with your order. However, if for any reason you wish to return your product, we gladly offer a 60-day, money-back satisfaction guarantee to all Retail and VIP Preferred Customers. If a Retail or VIP Preferred Customer is dissatisfied with any product for any reason, you may return the item in its original packaging, along with the original invoice, to EMRIS International within 60 days of the purchase for a refund of the purchase price minus shipping and minus a 10% restocking fee. The Customer is responsible for the cost of return freight. Non-accepted delivery charges will be debited to the Customer's account for refusing product. *If the product was purchased directly from an Independent Brand Ambassador, please contact them for a refund.* You will need to return the product and original invoice to the Brand Ambassador, who will refund the product purchase price. The Brand Ambassador will then return the product to EMRIS International for a replacement product. If the product was purchased from a Brand Ambassador website, please contact the EMRIS International Support Department. In order to facilitate the return process, the Retail or Preferred Customer is required to contact EMRIS International to obtain a Return Merchandise Authorization (RMA) Number. This number must be written on the outside of the shipping box. If a package is returned without an RMA Number, the refund may be delayed or refused. In addition, purchases that are received after the 60 day mark post purchase may be returned to sender and denied a refund. For additional information or assistance in processing a return, please contact the Brand Ambassador from whom the product was originally purchased, or the EMRIS International Support Department at [support@emrisinternational.com](mailto:support@emrisinternational.com).

### Brand Ambassadors

A Brand Ambassador who terminates his or her business relationship with the company has the right to return for repurchase on commercially reasonable terms currently marketable inventory including company produced promotional materials, sales aids, and kits in the Brand Ambassador's possession and purchased for resale prior to the date of termination. For purposes hereof, reasonable commercial terms shall mean the repurchase of marketable inventory within 60 days from the Brand Ambassador's date of purchase at not less than 90% of the Brand Ambassador's original net cost less appropriate set-offs and legal claims, if any. Original shipping costs are not refundable and customer is responsible for the cost of return freight. Any commissions, overrides, and/or bonuses paid to customer will be deducted from the refund. In addition, for purposes of this section, products shall not be considered currently marketable if returned for repurchase after the product's commercially reasonable, usable, or shelf-life period has passed (shelf life will be deemed to have passed if the product package has been opened); nor shall products be considered currently marketable if the company clearly discloses to Brand Ambassador prior to purchase that the products are seasonal, discontinued, or special promotional products and are not subject to the repurchase obligation. The company will not issue a refund for, nor replace, any product previously certified as having been sold under the

**70% Rule.** No refunds will be issued unless a Brand Ambassador is in strict compliance with the published refund policy that is part of the EMRIS International Policies and Procedures Manual. Non-accepted delivery charges will be debited to the Brand Ambassador's account for refusing product.

### **Return Procedure**

If the product was purchased directly from a EMRIS International Brand Ambassador, please contact him or her directly for a refund. You will need to return the product and original invoice to the Brand Ambassador, who will refund the product purchase price.

If the product was purchased from a EMRIS International Brand Ambassador website, you must contact EMRIS International by ticket at [support@emrisinternational.com](mailto:support@emrisinternational.com) or by phone at 833-773-6747 to obtain a Return Merchandise Authorization (RMA) Number. An RMA Number is valid for ten (10) business days. The RMA Number must be written on the outside of the return shipping box and a completed Return Authorization form must be included in the return package. A refund will be processed within 10 business days following the receipt of an authorized return. All refunds will be in U.S. Dollars. If a package is returned without an RMA, the refund may be refused or delayed. Returns will not be authorized due to an Easy-Ship Order not being cancelled in time. An Easy-Ship cancellation form must be submitted at least five (5) business days prior to the next scheduled Easy-Ship Order process date. For additional information or assistance in processing a return, please contact the Brand Ambassador from whom the product was originally purchased, or the EMRIS International Support Department at [support@emrisinternational.com](mailto:support@emrisinternational.com)

### **Restocking Fee**

A ten percent (10%) restocking fee shall be charged for all authorized returns. The refund amount shall be ninety percent (90%) of the original net purchase price.

### **Delivery To Incorrect Addresses**

It is the responsibility of the Customer or Brand Ambassador to retrieve product purchases when they were responsible for providing the incorrect address to EMRIS. In the instances when a Customer or Brand Ambassador does not receive their product order because of providing the wrong address to EMRIS a \$10 USD fee will be assessed prior their order being re-sent.

### **Product Exchanges**

EMRIS does not accept exchanges on product purchases.